Technology Customer Council Meeting/Conference Call
Minutes of July 11, 2006

F i n a l

Present: Carl Martin, RJ Hellstern* (for Greg Wright), Steve Mosena, Leon Schwartz*,
     Jan Evans*, Marv Van Haaften*, Keith Greiner*, Larry Murphy, Roberta Polzin*

Absent: Kevin VandeWall, Joel Lunde, Rich Jacobs, Margaret Thomson

Guests: Greg Fay, John Hove, Lana Morrissey, Lorrie Tritch, Deb Madison, Laura
     Riordan, Diane Van Zante (recorder)

     * participating by phone

1. **Call to Order** – Carl Martin, Vice Chair, called the meeting to order. It was noted that a quorum of members was present.

2. **FY07 ISO Utility – Petition for Partial Waiver** – Carl Martin.
   Because the FY07 ISO utility rate was approved after the September 1, 2006 deadline, the Technology Customer Council needs to file a petition for partial waiver of subrule 11-10.7(3) asking DAS to waive the requirement. A copy of the proposed waiver was forwarded to council members in advance of the meeting. Larry Murphy moved approval of the petition for submission to DAS; Steve Mosena seconded the motion. An oral vote was taken and the motion was unanimously approved.

3. **Information Security Office** – Greg Fay.
   a) Proposed FY07 Work Plan – For FY07, the ISO's goal is to establish a program that enhances the security system. One of their roles is providing services as needed, while other tasks are considered to be ongoing. A letter announcing the new ISO utility was sent to department directors by Mollie Anderson on June 30. The ISO is working with various departments to develop a communications plan and discuss the appropriate way to communicate with each other. Meetings are also being held with Iowa Interactive to put together both the Internet and Intranet sites.
   b) Proposed FY07 Performance Measures – Performance measures are a real challenge. The ISO proposes two measures for FY07:
      o Establish a baseline risk assessment using a self evaluation tool. In addition to establishing a baseline, ISO staff will visit each agency to validate the assessment and ensure scoring is consistent across the enterprise. Prior to the end of the fiscal year, agencies will update the assessment and a new score will be established, thus measuring the change in risk. The target for this measure will be a 10% improvement in the assessment score. Assessments will be conducted at the agency level, however the collective risk of the enterprise will be based on a cumulative score. Some council members are not comfortable conducting a self assessment rather than having a specific entity do so. Where is the value for the money that an agency is expending if the agency is doing the work itself? That is the reason the ISO is proposing a

validation step. The ISO needs to partner with agencies to achieve its goals. There are not sufficient resources to do it any other way.

- o About a year and a half ago, an enterprise information security policy was approved; the Technology Governance Board has since chosen to accept it as written. The enterprise policy must be reviewed every two years. Although the policy has been in effect for some time, it has not been enforced. Some agencies are not in compliance. The ISO proposes establishing a baseline by having each agency report its current level of compliance (where they stand in relation to the 20 components of the security policy). Throughout the year, the ISO will work with the agency to improve compliance and then measure it again at the end of the fiscal year. The target for this measure will be a 30% improvement for FY07.

Do these performance measures meet the Council's expectations? There was general consensus that they were acceptable.

4. **Other –** Larry Murphy and Greg Fay have been meeting with the entities that are not required to participate in the ISO utility. The meetings have gone well and have been well received. The Treasurer's Office and Attorney General's Office have responded favorably, while others have yet to respond.

5. **Wrap-Up, Next Meeting Date –** Carl Martin.
   The next meeting is scheduled to occur on August 8, 2006 at 1:00 p.m.
   There being no further business, the meeting adjourned at 1:20 p.m.